GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4760
ANSWERED ON:27.04.2005
TELEPHONE ADALATS IN WEST BENGAL
Mahato Shri Bir Sing

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the date on which the telephone adalats were held in each district of West Bengal during the last two years;

(b) the number of cases received in these adalats during the last two years, year-wise;

(c) the number of cases disposed of, district-wise; and

(d) the details of concessions provided to the telephone subscribers and the rules laid down for holding telephone adalats?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (d) The details are given in Annexure-I & II

ANNEXURE-I

DETAILS OF THE TELEPHONE ADALATS HELD DURING THE LAST 2 YEARS IN WEST BENGAL CIRCLE INCLUDING KOLKATA TELEPHONE DISTRICT

01-04-2003 to 31.03.2004					01.04.2004 to 31.03.2005			
Name of SSA	Date of holding of adalat	Number of cases received	Number of cases disposed	Details of relief given (in Rs.)	Date of holding of Adalat	Number of cases received	Number of cases disposed	Details of relief given (in Rs.)
Asansol	14/06, 06/03	4	4	0	16/12	10	10	0
Bankura	10/04, 15/07, 20/11	14	14	0	12/5, 18/11, 17/01	214	214	0
Berhampore	16/05, 21/11	81	81	146554	16/06, 17/11	16	16	20507
Calcutta (Rural)	17/06, 12/09, 22/11, 11/03	Nil	Nil	0	10/06, 13/09, 17/12, 21/03	50	50	0
Coochbehar	20/08, 09/03	2	2	0	8/7	2	2	6900
Jalpaiguri	23/06, 08/10	Nil	Nil	0	22/04, 21/10	20	20	2935
Kolkata Telephone District	23/04, 30/07, 08/08, 20/08, 22/08, 28/08, 24/03	173	136	300.00, 499 days rent rebate, 1647 call units	16/4, 21/4, 04/06, 16/12, 17/12, 17/01	88	83	926.81
Kharagpur	22/05, 19/11	25	25	0	14/07, 23/11, 25/02	151	151	3381
Krishnanagar	24/06, 16/10, 25/03	54	54	0	28/05	11	11	0
Malda	04/04, 09/06, 11/11	26	26	30000	16/04	35	35	12000
Purulia	31/01	21	21	4450	25/02	42	42	6669
Raiganj	14/05, 17/07, 09/12	Nil	Nil	0	07/07, 26/08, 14/10, 07/12, 30/01, 20/03	28	28	0
Siliguri	19/04, 15/07, 17/10, 12/12	70	69	1079	21/04, 21/08, 15/01, 25/03	30	30	4504
Suri	13/06, 18/09, 21/11, 10/03,	10	10	5478	27/05, 28/10, 16/01, 25/03	8	8	958

Gangtok	14/05, 17/07, 16/10, 18/12, 21/03	50	50	0	13/04, 27/08, 25/11	42	42	0

Annexure-II

No. 12-1/2001-(PG)
Bharat Sanchar Nigam Limited
(A Government of India Enterprise)
10th floor, Chandralok Building
Janpath, New Delhi-110001

Dated: 22.06.2001

To

All Heads of Telecom Circles and Districts

Sub: Holding of Telephone Adalats.

References: 18-1/87-PG&I dated 11-6-87
18-1/87-PG&I dated 8-2-88
18-1/87-PG&I dated 17-9-89
18-1/87-PG&I dated 22-5-92
18-1/87-PG&I dated Oct, 96
2-2/2000 PEG (PG) dated 16-12-2001
2-2/2000-PG dated 9-2-2001
12-1/2001-PG) dated 20-3-2001

In order to bring Department and aggrieved Customer face to face and settle the customer's problems on an appointed date, it was decided to form Telephone Adalats in Telecom Circles and Districts as an internal arrangement of the departments.

Scope

The scope of Telephone Adalat as per the earlier orders was to cover all problems relating to telephone services such as excess billing complaints, service complaints, non provision/delayed provision of telephone connections etc. Now the scope of Telephone Adalats shall cover all Telecom Services provided and billed by the respective Telecom Circles/Districts. Adalat headed by CGMs can also consider the cases of appeals against the decisions of the Adalat chaired by SSA head and the cases which are not individual and/or having a repercussion in whole of the Circle. The appeal shall be based on the facts presented before the SSA Adalat. Adalat headed by SSA heads can also consider cases of excess billing which have been rejected by them as Administrative heads. Cases more than three months old only be considered by Adalats.

Jurisdiction and Venue:

The Jurisdiction of Telephone Adalats conducted by CGM shall be his Telecom Circle/District. The jurisdiction o f the Telephone Adalat conducted by SSA head shall be his SSA.

Committee:
Following will be the Constitution of the Committee.

(i) Adalat headed by CGM

(a) CGM of Telecom Circle/Districts Chairman

(b) Financial Advisor of Circle/District Member

(c) Engineering Officer next to CGM in Circle Office Member

(d) SR.DDG/DDGs nominated One

(ii) List of nominee from BSNL headquarter is mentioned in Annexure-I.

Frequency Date and Time:

CGMs are to hold Adalats once in three months and SSA heads are to hold Adalats once in two months. The Adalats should be conducted at regular interval. The date and time can be decided by the Chairman of the Adalats. In case of Metro Districts CGM can hold Adalat once in three months and Area GMs may hold the Adalat once in two months. In case of SSAs where more than on CGM is holding independent charge, then all such independent GMs will hold independent Adalats for their area once in two months.

Publicity:

The information of holding Adalats by CGM and SSA head may be given wide publicity through local News Paper and Electronic Media. Concerned MP and MLAs may be intimated in advance. A gap of atleast 30 days should be provided between the date of publication and date of Adalat. Last date to receipt of applications may be 15 days before the date of Adalat.

Decision Making:

The decision of the Adalat should be in speaking order. The Adalat conducted by CGM shall evaluate the quality of Adalat conducted by his subordinates.

Record Keeping:

The consolidated information about number of cases settled, amount of rebate given and other relevant information pertaining to whole Circle may be maintained in the Circle Office. This information may be kept in the Circle web site so that customers or BSNL headquarter can have access and the credibility of Telecom Circle/District is improved. After each Circle level Adalat, the representative from BSNL HQ attending the Adalat shall give a brief (one paragraph) report through his Sr. DDG/DDG to Sr. DDG (PG) who shall maintain a record in his unit.

Sd/-
Sr.DDG(PG)